TELEMATIC SCHOOLS PROJECT

# 2025 SUBJECT WORKBOOK
# Grade 11



# BUSINESS STUDIES

A joint initiative between the Western Cape Education Department and Stellenbosch University.

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## BROADCAST SESSIONS

**GRADE 11**

Business Studies Telematics Presentations

| Session | Date | Time | Topic |
|---|---|---|---|
| 1 | 26 May 2025 | 15:00 – 16:00 | Avenues of acquiring business |
| 2 | 27 August 2025 | 16:00 – 17:00 | Team Stages and Conflict Management |

# SESSION 1: AVENUES OF ACQUIRING BUSINESS

### INTRODUCTION

A business opportunity is essentially a chance for someone to start a business that could generate income, allowing them to make money by selling products or services. This can come from spotting a need in the market, such as a product people want but can't find, or a service that could make life easier. Entrepreneurship is the process of creating and building these businesses. It involves taking on financial risks, like spending money on supplies, renting a space, or hiring employees, all in the hope of earning a profit, which is the money made after covering costs.

Entrepreneurs are always looking for new ways to make money and solve problems through business. They often take risks—sometimes big ones—when they start something new, because there's no guarantee that their idea will be successful. But for some entrepreneurs, instead of starting a new business from scratch, it can be smarter to buy an existing business.

# AVENUES OF ACQUIRING BUSINESS

## TOPIC OVERVIEW:

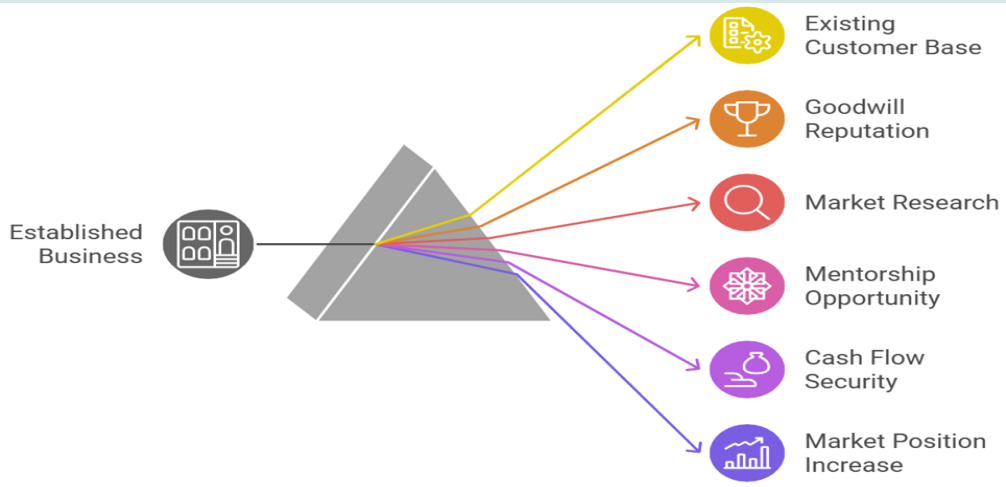
### At the end of this topic, learners should be able to:

- State/explain the reasons why entrepreneurs may decide to purchase an existing business
- Discuss/describe the advantages, disadvantages and contractual Implications of a franchise
- Discuss/describe the advantages, disadvantages and contractual Implications of outsourcing
- Discuss/describe the advantages, disadvantages and contractual Implications of leasing.

## KEY CONCEPTS

- **Franchising:** a marketing concept whereby the franchisor licenses the use of its business model, its brand, know-how, procedures, intellectual property, and rights to sell its branded products and services to a franchisee
- **Franchisee:** pays a fee to the franchisor for the right to use the trademark and proprietary knowledge.
- **Franchisor:** the person or company that owns the business model and related trademarks.
- **Leasing:** a contract outlining the terms under which one party agrees to rent goods or services owned by another party.
- **Lessor:** someone who grants a lease to someone else.
- **Lessee:** a person who rents property or land from a lessor
- **Outsourcing**: an agreement in which one company hires another company or person to supply services or goods that could be done internally by the company's employees.
- **Profitable:** a business is profitable when it is making or likely to make a profit.

### 1. Reasons why entrepreneurs may decide to purchase an existing business



# AVENUES OF ACQUIRING BUSINESS

## 2. Advantages & Disadvantages of a Franchise

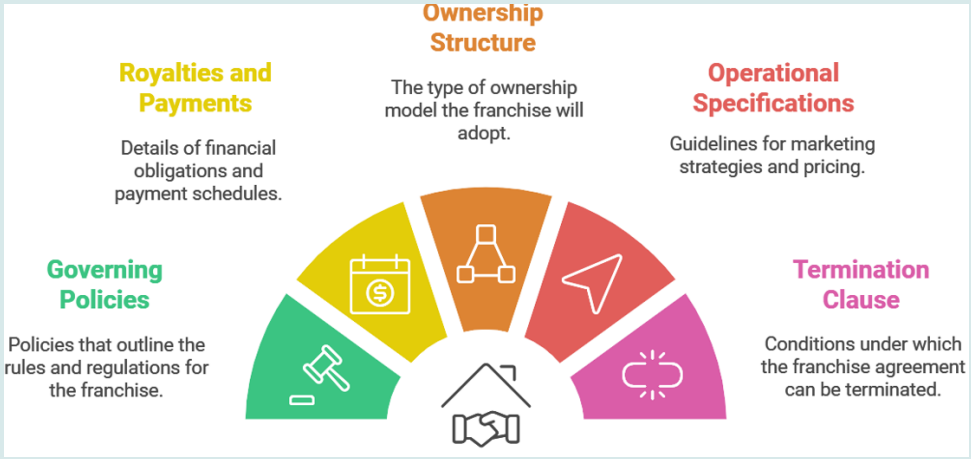
### Advantages




### Disadvantages




## 3. Contractual Implications of a Franchise




## 4. Advantages & Disadvantages of Outsourcing






## 5. Contractual implication of Outsourcing

**Duration**

Specifies the time frame for which the contract is valid.

**Responsibilities and Rights**

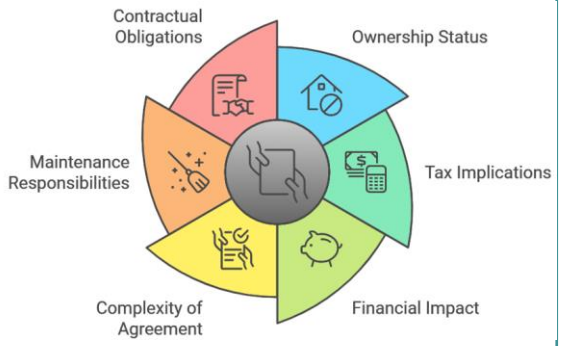
Defines the obligations and entitlements of each party involved.



**Confidentiality Clause**

Ensures protection of sensitive information shared between parties.

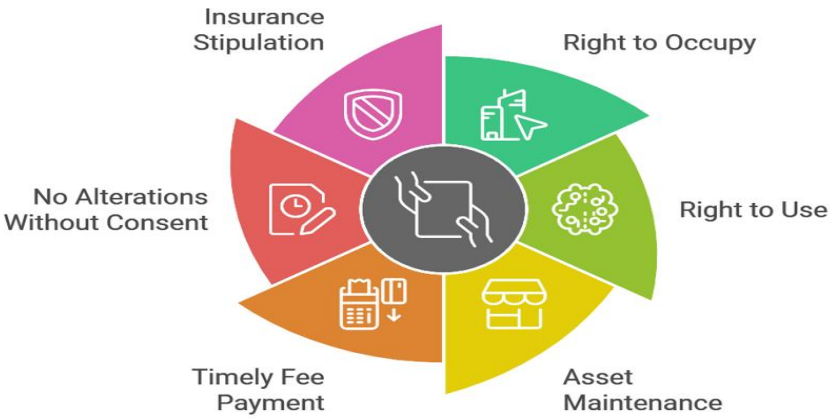
## 6. Advantages and Disadvantages of Leasing

| Advantages | Disadvantages |
|---|---|
|  |  |





## 7. Contractual implications of Leasing



## 8. CONSOLIDATION QUESTIONS

**8.1. Read the scenario below and answer the questions that follow:**

**THE FISH & CHIPS CO.**

The Fish & Chips Co. franchise is one of the fastest-growing and most popular fast-food businesses. Over the years, The Fish & Chips Co. has built a reputation for serving generous portions of fish and fresh-cut chips at affordable prices. The Fish & Chips Co. franchise offers one of the lowest set-up costs in its market as well as low fixed royalties and quick return on investment. The franchisor will sign a franchise agreement that will stipulate the policies that govern the product and services. The agreement will also stipulate the royalties payable and the dates of payment. The franchise agreement will also list the operation specifications like marketing strategy and pricing.

**8.1.1** Quote THREE contractual implications of franchising from the scenario above. (3)
**8.1.2** Explain other TWO contractual implication of franchising. (4)
**8.1.3** Elaborate on the meaning of franchising. (4)
**8.1.4** Advise the Fish & Chips Co. on the impact of franchising as an avenue of acquiring a business. (8)

**8.2: Essay-type questions**

Entrepreneurs who establish their own businesses sometimes fail to sustain these businesses. Some entrepreneurs prefer to purchase an existing business where they also sign contracts depending on the type of business avenue they prefer buying.
Franchising and leasing are other opportunities available for entrepreneurs to consider. Prospective business owners should also be aware of the contractual implications of each business avenue.

Write an essay on the avenues of acquiring businesses in which you discuss the following aspects:

- Outline the advantages of franchising.
- Explain FOUR reasons for purchasing an existing business.
- Discuss the disadvantages of leasing.
- Advise businesses on the contractual implications of leasing. **[40]**

# SESSION 2: TEAM STAGES AND CONFLICT MANAGEMENT

**INTRODUCTION**

In any group, whether it's a sports team, school project, or workplace, people go through different stages as they work together. These stages of team development—forming, storming, norming, and performing—help groups move from strangers to effective partners. But teamwork isn't always smooth; conflicts can arise, especially as team members get to know each other and their strengths. Managing conflict positively is key to keeping the team on track. When you understand these stages and how to handle disagreements, you're better equipped to build a strong, united team. Learning about team stages and conflict management will help you become a better leader and teammate, skills that are essential in school, at work, and in everyday life.

## TOPIC OVERVIEW

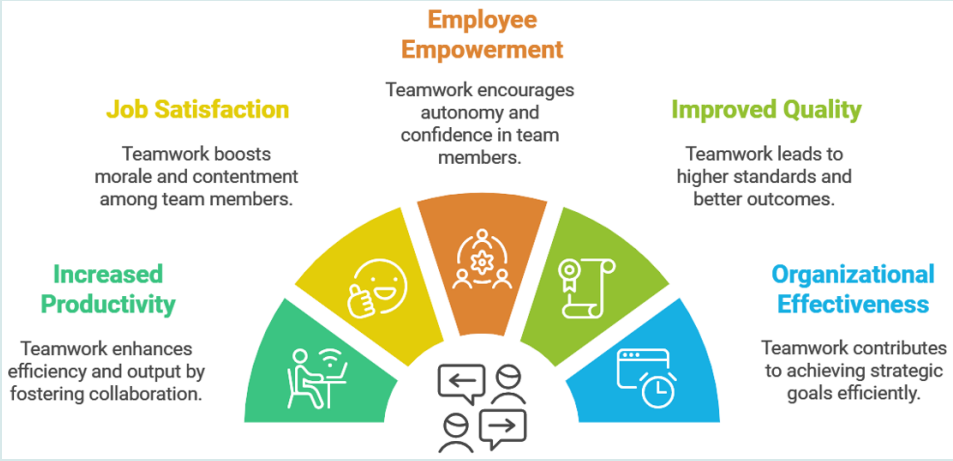
- Explain/discuss the importance of team-work
- Outline/Mention/Name/Explain the stages of team development
- Identify the stages of team development from given scenarios/statements/case studies.
- Define the term conflict
- Identify and discuss causes of conflict from given scenarios/case studies.
- Outline/Mention/Explain/Discuss the function of workplace forums.
- Explain the differences between trade unions and workplace forums.

## KEY CONCEPTS

- **Team:** a group of people organised to work together.
- **Teamwork:** the joint action by a group of people in which each person strives to work towards a common goal.
- **Forming stage:** It begins when the team first meets each other.
- **Norming stage:** A team will move into the norming stage when they begin to work more effectively together as a team.
- **Performing stage:** The team is functioning at a high level in terms of performance and growth.
- **Mourning or adjourning stage**: The adjourning stage occurs at the end of the project when the team is moving on in different directions.
- **Conflict:** the difference or disagreement or disharmony or clash between persons.
- **Conflict management**: the plans we make to prevent or resolve conflict.
- **Consensus:** the process used by a group to agree by discussing the facts and making the best decision for the group.
- **Grievance:** a concern or a complaint at work, for example, discrimination or workload.

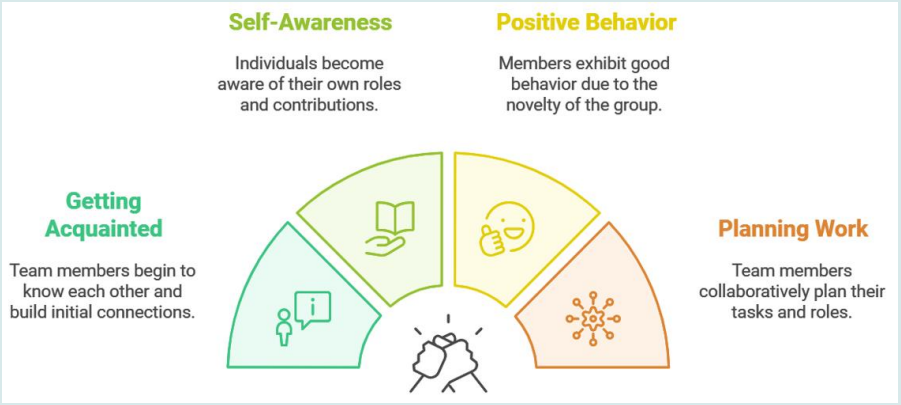
# TEAM STAGES AND CONFLICT MANAGEMENT

## 1. The importance of Team Work

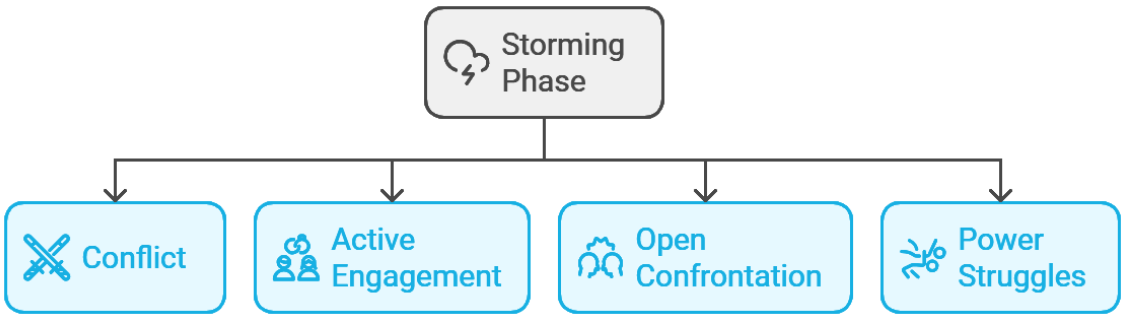



## 2. The stages of team development

### Stage 1: Forming

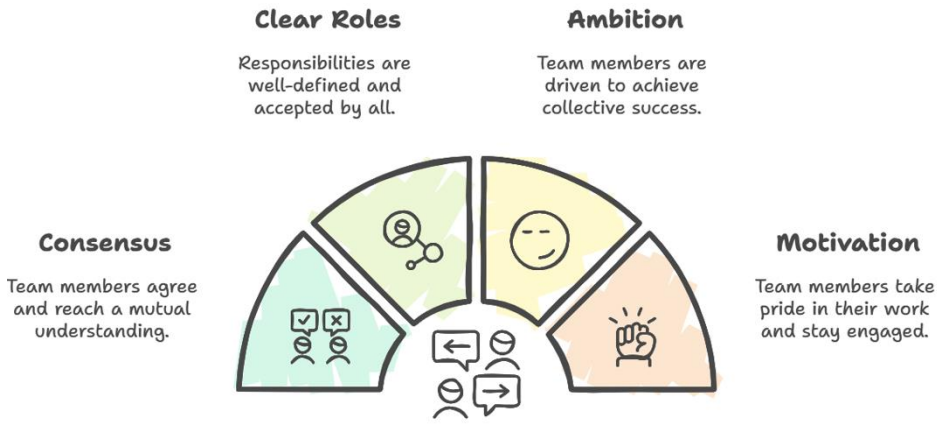



### Stage 2: Storming



# TEAM STAGES AND CONFLICT MANAGEMENT

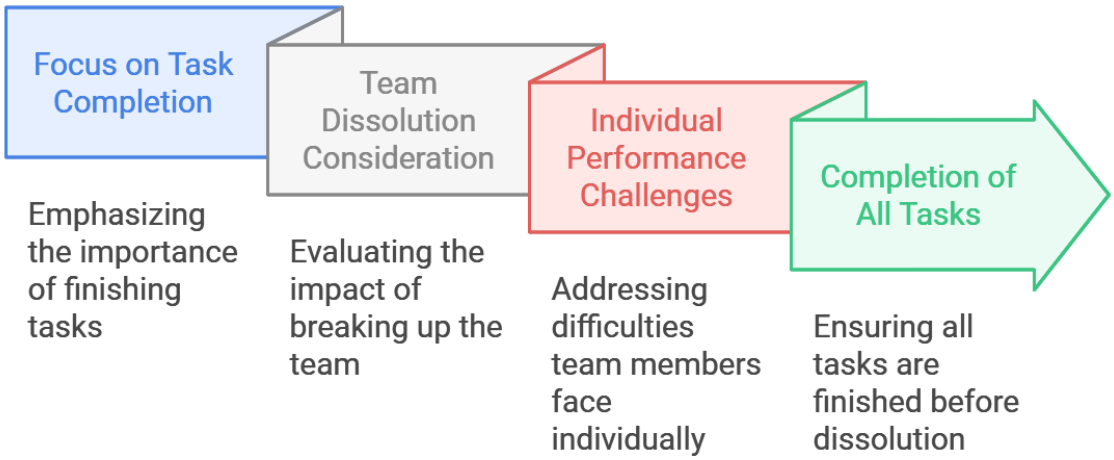
## Stage 3: Norming




## Stage 4: Performing




## Stage 5: Mourning/Adjourning



## 3. Term Conflict

- Conflict is defined as a disagreement between individuals.
- It can vary from a mild difference in opinion to a full-scale win-or-lose, emotionally-charged confrontational disagreement.
- Conflict can create stress and can lead to gossip, avoidance, and hostility.
- Conflict distracts employees from their work and needs to be resolved.
- Conflict can be viewed as a negative situation, however, if the conflict is managed correctly it can lead to better team performance.

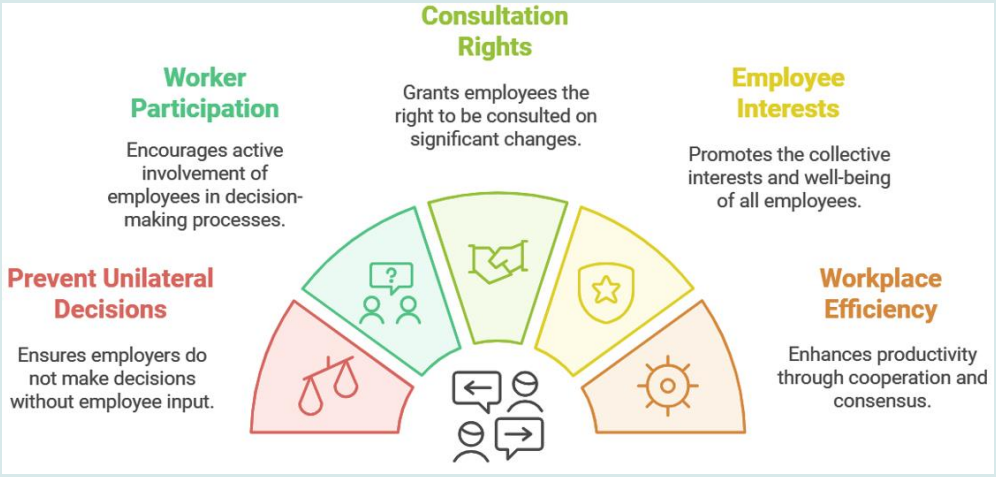
## 4. Causes of Conflict



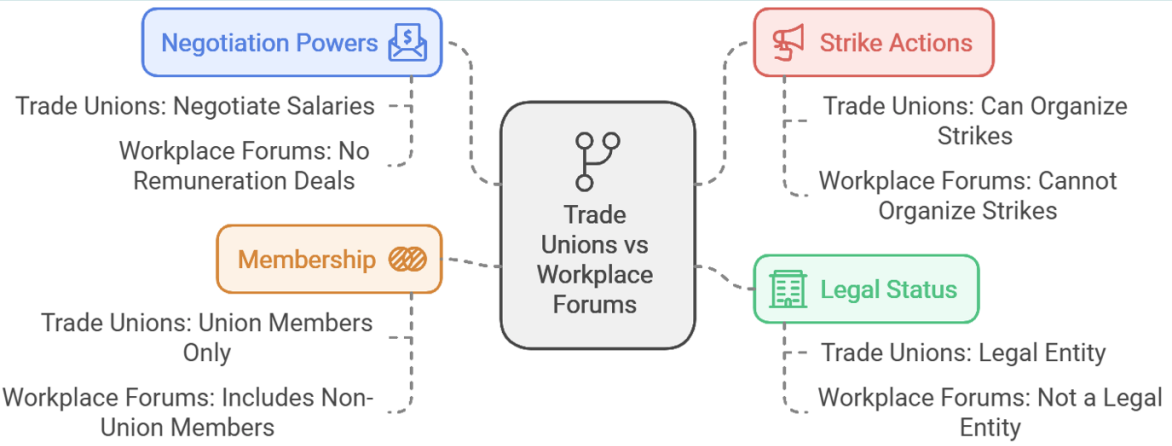
## 5. Meaning of Workplace Forums

- A workplace forum is an elected organisation consisting of employees in a particular workplace.
- Workplace forums can be formed when there are more than 100 employees.
- The forum must be representative of all the employees of the workplace

## 6. Functions of Workplace Forums




## 7. Differences between trade unions and workplace forums.



## 8. CONSOLIDATION

8.1. Read the scenario below and answer the questions that follow:

**RETHINK & REUSE (RR)**

Lesedi, Siya, and Kobe started a recycling project known as Rethink & Reuse. Lesedi always questioned the other members' ideas as he wanted to be the manager. The team members eventually reached an agreement and consensus on the way forward.

8.1.1 Identify the TWO stages of team development that were experienced by RR. Motivate your answer by quoting from the scenario above. Use the table below as a guide to answering **QUESTION 8.1.1** (6)

| Stages of Team Development | Motivation |
|---|---|
| **1.** | |
| **2.** | |

8.1.2 Explain TWO other stages of team development. (6)

8.2. Define the term conflict (2)

8.3. Read the following scenario and answer the questions that follow.

CHEEKY CHOCOLATES (CC)

Cheeky Chocolates employs 200 people. The employees are not happy about the shortage of resources. There is also a lack of communication between management and staff. Management suggested that they use a workplace forum to resolve the conflict in the workplace.

8.3.1 Quote TWO causes of conflict from the above scenario. (2)

8.3.2 Explain other causes of conflict at the workplace. (8)

8.3.3 Discuss the functions of workplace forums. (4)